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ABSTRACT

This booklet is designed to help hotel employees know what to do if a fire breaks out in the hotel. It also gives hints and suggestions that will help employees to reduce the risk of a fire occurring. Topics are as follows: an employee's responsibility if a fire breaks out; procedures to follow in the event of fire; mapping fire exits and escape routes; procedures to follow in smoky conditions; fire drills; and fire prevention, by not playing with fire, working safely, and spotting hazards. Putting the fire out is briefly addressed. Action checklists are provided for the following employees: (1) all staff; (2) front office/reception and night duty staff; (3) housekeeping staff; (4) restaurant and bar staff; and (5) kitchen staff. A fire prevention checklist for all staff concludes the booklet. (YLB)

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Act quickly!

Seconds count!

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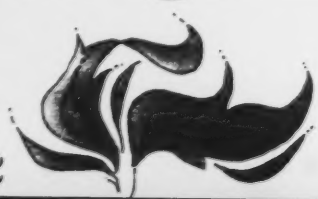

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A letter to YOU

Fire in this hotel could spell DISASTER. For a moment think of the awful consequences. Injury to your colleagues, to our guests. Perhaps even death. Damage to the building, to furniture and equipment. Partial or even total destruction of the hotel. A 'closed for business' notice on the front door. Loss of trade. Loss of jobs.

Fire is something you always think happens to someone else. One day the screaming sirens of the fire engines may be heading this way. If that does happen, we all need to be sure we have done the right thing.

Read this booklet. It has been prepared to help you know what to do if a fire breaks out in this hotel. It also gives hints and suggestions that will help you to reduce the risk of a fire occurring.

But while we have tried to cover the main points in this booklet, you cannot ask a booklet questions. Regular fire drills are held in this hotel. You will have a chance to ask questions then. Your supervisor and I will also be more than happy to answer any questions and deal with any concerns you have about fire.

The Manager

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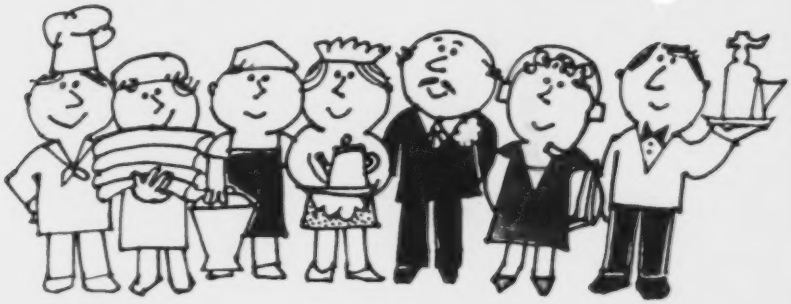
Everyone has a responsibility



Over 20 fires occur every week in hotels and boarding houses in the UK. Fortunately many are not serious. But every so often there are tragedies involving death and injury.
Each of us has a responsibility to make the hotel safe.

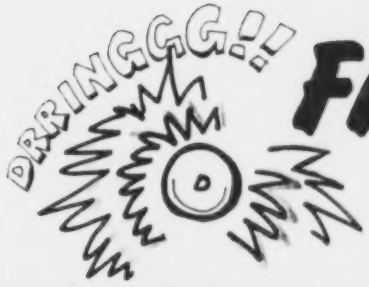
The law is also involved — in the shape of the Fire Precautions Act 1971 and regulations made under it. All hotels (a few small ones excepted) have to obtain a fire certificate from their local fire authority. It is an offence to use premises for which no fire certificate exists, or to contravene any one of the requirements of a fire certificate.
A fire certificate will only be issued if the fire authority is satisfied that the owners have ensured, as far as they can, the safety of the occupants in the event of a fire.

Your company must provide:

1 Means of escape — exit signs, staircases, doors, emergency lighting etc.
2 Notices advising the occupants of the building on the procedures to follow in the event of a fire and the means of escape. If some of the occupants are not likely to understand English, these notices should also be printed in the languages most applicable.
3 Staff training and instruction in what to do if a fire breaks out.
4 A limit on the number of people in the building.
5 A way of warning people on the premises — bells, sirens etc.
6 Fire fighting equipment for use by persons on the premises — extinguishers, hose reels, fire buckets etc.

It is the management's responsibility to ensure these conditions are met.
And that the precautions against fire are kept at a high standard.
It is YOUR responsibility to know what to do if a fire breaks out. Know where all fire exits & emergency routes are. Report fire hazards to management.
Psst! Under the Health & Safety at Work Act you have a duty while at work:
To take reasonable care for your own safety & the safety of colleagues & guests.
Not to interfere with or misuse safety equipment.

Act quickly! Seconds count!



Fire!

Act quickly! Seconds count!

1 Raise the alarm immediately by operating the nearest fire alarm.

2 Tell the person responsible for calling the fire brigade that you have discovered a fire.

3 Help rouse the guests and make sure they know there is a fire.

4 Vacate the building by the nearest fire escape route, assisting the elderly, young, disabled and anyone else who may need help to escape.

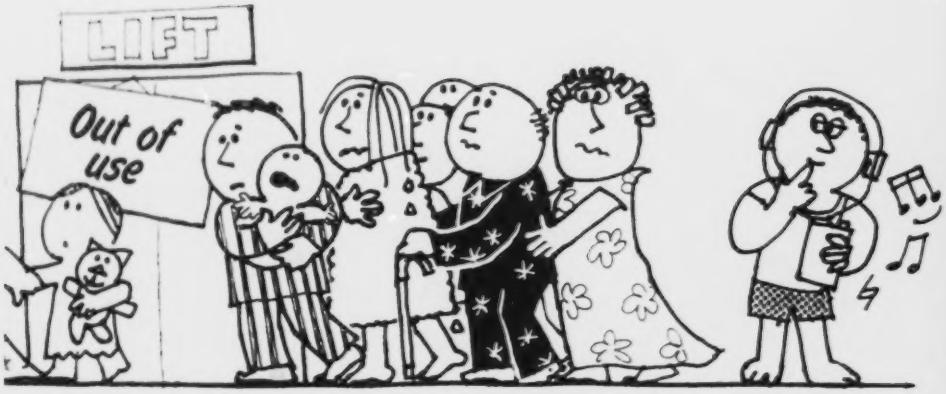
5 Go to your assembly point and await the roll call.

6 If it is safe to do so, close windows and doors which will not be used in the evacuation. Switch off all electrical and gas appliances. Close doors/windows after everyone has passed through.

7 Attack the fire with the equipment provided — but ONLY if this will not put you in personal danger. Flame, heat and smoke can travel very rapidly. What seems safe one moment can be a sheet of flame or dense smoke the next.

Remember

Do *not* panic. Keep calm.
Do *not* run or shout.
Do *not* stop to collect personal belongings.
Do *not* use the lift.
Do *not* re-enter the building until told that it is safe to do so by the Senior Fire Officer or Duty Manager.



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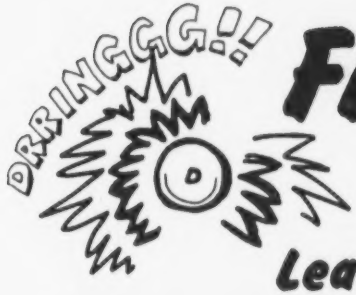
The hotel has had to meet rigorous requirements to get a Fire Certificate.

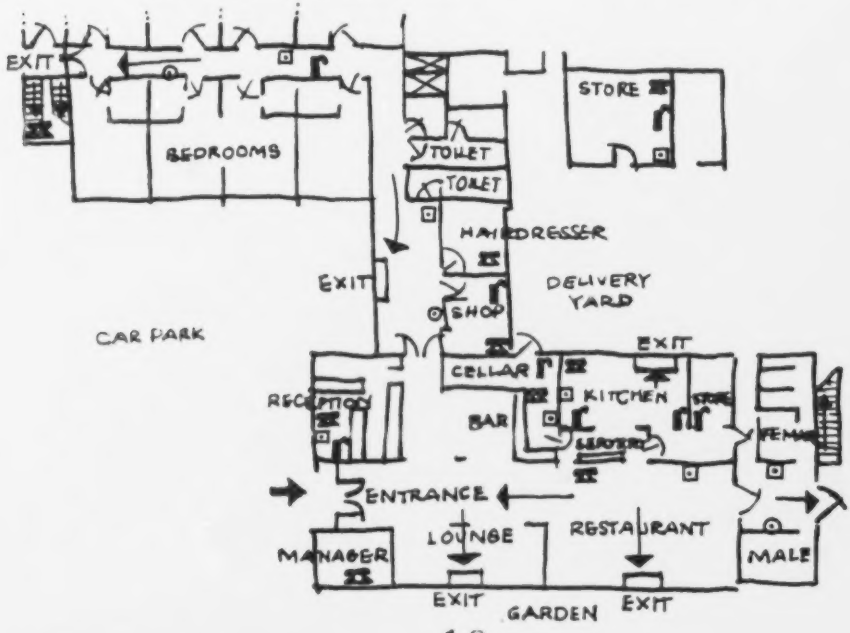
We have to check fire resistance of doors & walls, position of fire exits, emergency lighting, etc.
What do I have to do to get a FIRE CERTIFICATE?
EXIT
EXIT



Fire!

Leave the building!

Do you know where the fire exits are?
What are the hotel's main escape routes?
And what are the alternative routes?
Where are the assembly points?
Use the page overleaf to draw a rough map of your area of work showing where the fire exits and escape routes are. An example is given below.



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Fire exits and escape routes in my area of work:

KEY

EXIT Exit

Fire alarm point

Extinguisher

Hose reel

Escape route

Stairs

Lift

Telephone

My assembly point is _____

Fire!

Act quickly! Keep calm!

You know what to do if there is a fire.
You know that the building has proper fire exits and that you and your colleagues have been trained.
Should any fire escape become impassable, there is an alternative route for you to take.
So keep calm. If you panic others will panic. People rushing around, screaming or shouting soon start a panic.
Walk quickly. Do not run or shout in any circumstances.
Be calm and confident when directing or helping guests. They will place their trust in you.
Act quickly, quietly and calmly.

Fires often create a great deal of smoke. Breathing becomes extremely difficult if you are caught in a smoke-filled room. Eyes begin to water. You become disorientated.
Smoke kills in just a few minutes. People can die simply by breathing in the hot poisonous gases that a fire generates. In fact more people die this way than from direct burning.

So in smoky conditions, make your way to the fire exit and:

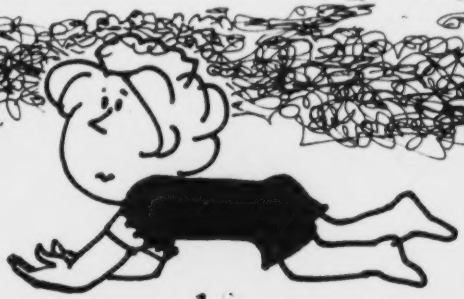
1 Keep low, crawl along the floor if necessary.

2 Breathe shallowly through the nose.

3 In large rooms keep to side walls.

4 In passages, keep close to the wall.

5 Feel your way with the back of your hand.



It is the hotel's policy to ensure that you, indeed all our staff, know what to do if there is a fire.

You have received written instructions as well as verbal instructions from your head of department or supervisor.

These have covered the precautions that should be taken to prevent fires starting. This booklet will also help.

At least once every six months there is a fire drill.

Fire drills give you a chance to practise what you have to do when the fire alarms go for real.

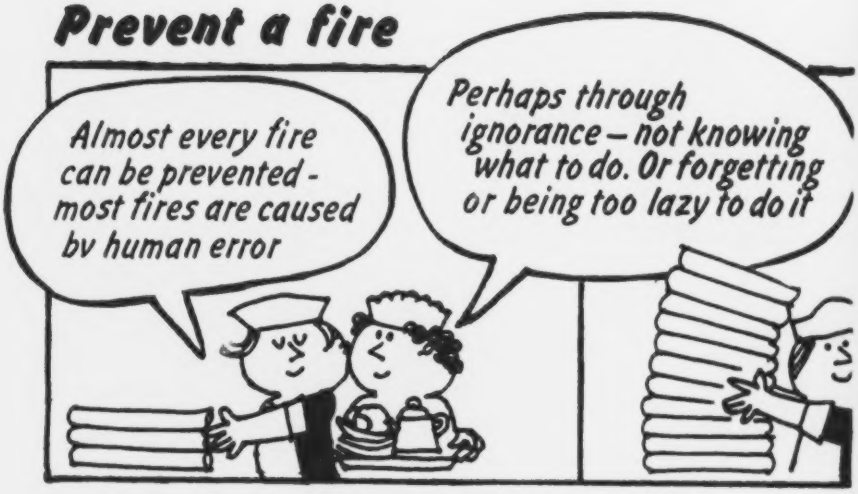
To know the escape routes ... where the fire alarms are ... location of fire equipment ...

And you will have regular instructions on how to use fire extinguishers and other fire fighting equipment.

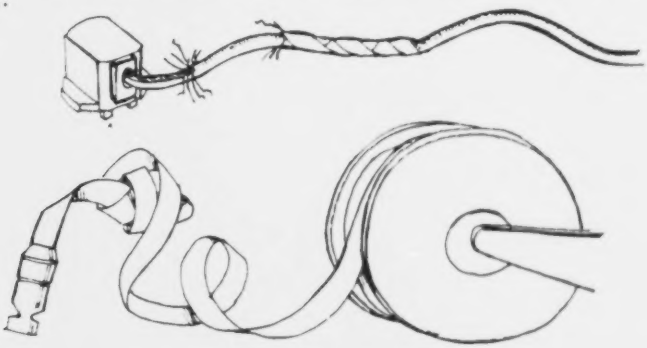
Take this training seriously. It will help you know what to do if there is a fire.

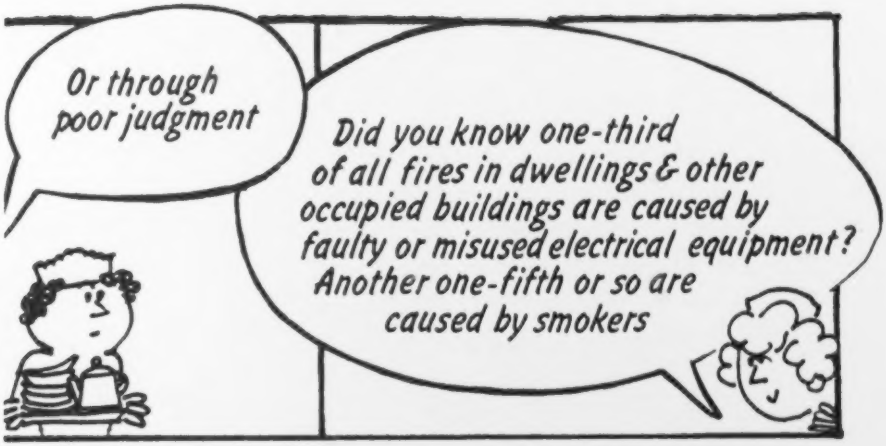
Lives could depend on your actions.

Prevent a fire

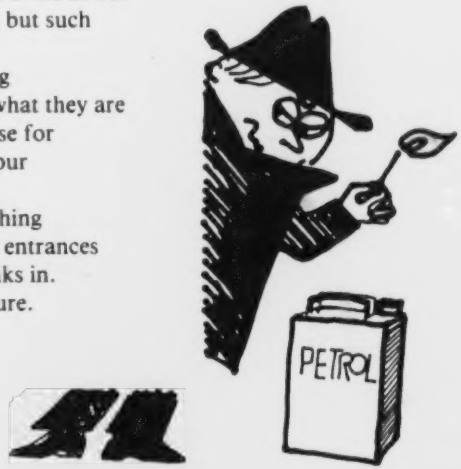

Almost every fire can be prevented - most fires are caused by human error
Perhaps through ignorance – not knowing what to do. Or forgetting or being too lazy to do it

Prevent fires before they start.
Protect yourself, the other staff and hotel guests by:
Keeping an eye out for fire hazards and getting them dealt with.
Keeping an eye out for the things you will rely on if there is a fire.
Are extinguishers where they should be? Are fire doors closed? Are fire exits clear?
Watch out for faulty electrical wiring. Frayed cables. Broken switches or plugs. Equipment not working properly. Report them to your supervisor or manager.

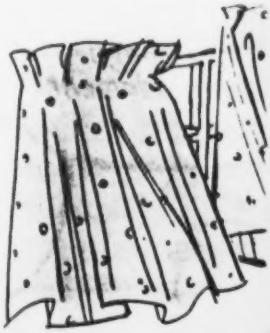



Or through poor judgment
Did you know one-third of all fires in dwellings & other occupied buildings are caused by faulty or misused electrical equipment? Another one-fifth or so are caused by smokers

Someone may want to start a fire in our hotel. A shocking thought, but such people are around.
Watch out for people acting suspiciously. Ask politely what they are doing. If you still have cause for suspicion report them to your supervisor promptly.
Be on the lookout for anything suspicious. Keep an eye on entrances and make sure no one sneaks in.
Prevention is better than cure.



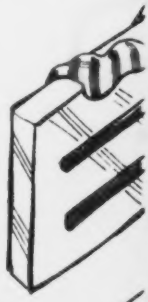
Don't play with fire



A lighted cigarette or match carelessly disposed of or forgotten can cause a fire — be careful.

Check that electrical equipment does not short out or overheat.

Smouldering cigarette ends are particularly dangerous.



Never empty ashtrays into a container containing paper or rubbish that may burn. Nor into refuse chutes. Use a metal ash bin with a hinged cover. Never use a plastic sack.

Do not leave full ashtrays in public rooms overnight, or on the tables after the restaurant or bar has closed.

Always use an ashtray to extinguish cigarettes and pipes. No grinding the ash into the carpet!

Do not smoke in no-smoking areas.

Do not smoke in bed.

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Work safely

Help prevent fires. Most fires originate from small beginnings.

. . . Electrical appliances left unattended, particularly irons. Heating appliances badly sited or placed near materials which burn easily. Clothing, dusters, tea towels draped on or near room heaters.
All the legislation in the world cannot stop every blaze. But you can!

Be vigilant. Prevent fires before they start. Report immediately to your supervisor or manager faulty electrical appliances, damaged plugs, frayed wiring.
. . . Faulty thermostats on fat fryers.
Overheating electrical equipment.
Pull out plugs not in use.

Check that cigarette ends are not left to smoulder in ashtrays — or on carpets or between cushions.

Be particularly vigilant when working in storage rooms and other areas that are seldom visited. If a fire starts, it may go undetected until it has spread into the rest of the building.

Keep stairways, passages and other areas that form part of an escape route free from all obstructions. Free from tripping hazards. . . . That includes bags of rubbish. Uncollected guest trays. Room service trolleys. Linen hampers. Spare beds and mattresses. Frayed carpets. Raised edging strips.

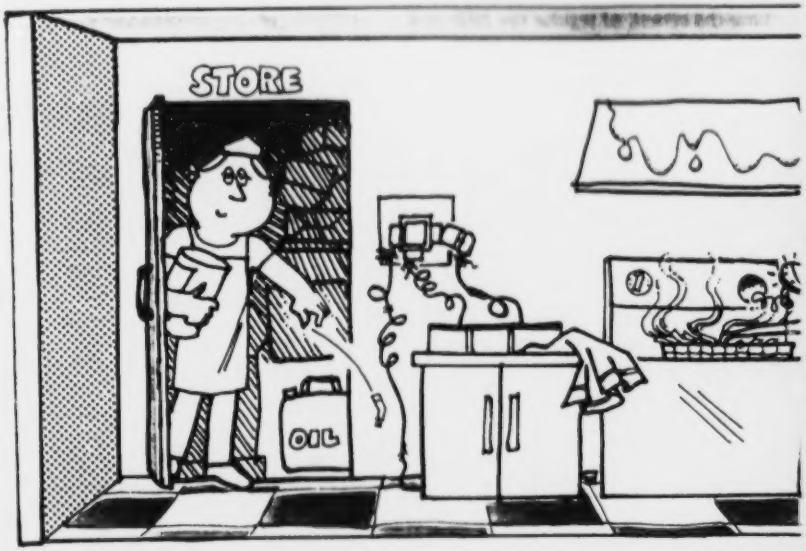
. . . And on outdoor escape routes: snow and ice, washing lines, plant pots.
Fire exits must never be locked or chained.
Fire doors must not be left propped or wedged open. If there is a problem in doing your job unless a fire door is wedged open, talk to your supervisor. A solution is possible.
One open fire door might allow a fire to block an escape route. Lives might be in danger.

The hotel's guests do not know the layout of the building as well as you. They do not have the benefit of regular fire drills and training.
So they need help. Make sure there are precaution notices in each room. Do not let these notices get covered up or damaged.

Report any damaged or faulty fire appliances or equipment without delay.
Do not assume someone else will do something.
Do not assume someone else will report a hazard.

your action might save lives

There are 20 hazards here – can you spot them ?



The Hazards Illustrated

Incidents: (1) Blocking thermostat on deep fat fryer (2) Oil can blocking hood above to store (3) Badly stacked goods in store (4) Badly stacked goods in store (5) Light disarranged on floor (6) Kitchen cloth resting on tube fitted electrical cable (7) Overloaded electric end door (11) Pot plants near edge of fire (12) Man smoking in bed (13) Shirt drying on table in store (14) Electric fire positioned under curtains (15) Immersion heater balanced dangerously in cup (16) Pin ups covering fire instructions on fire escape (17) Waste paper bin filled with paper, with smouldering cigarette ends of electric fire (19) Trolley blocking corridor (20) Fire exit sign obscured by cupboard door left open.

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Putting the fire out

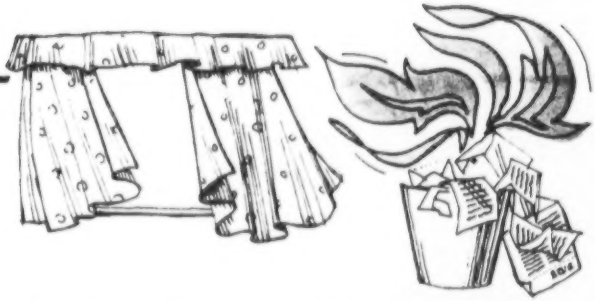
If you discover a fire you must decide straight away if it is safe for you to try and put it out.

Raise the alarm first, or make sure that while you are dealing with the fire someone else is raising the alarm.

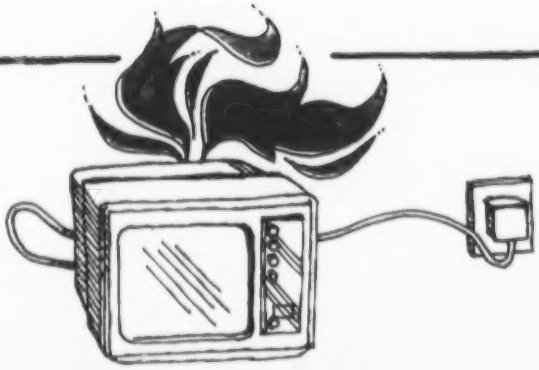
Never put yourself in danger. Don't let your exit become blocked. Don't waste time on a fire if it's too big for you.

Your hotel is equipped with fire fighting appliances appropriate for use on different types of fire.

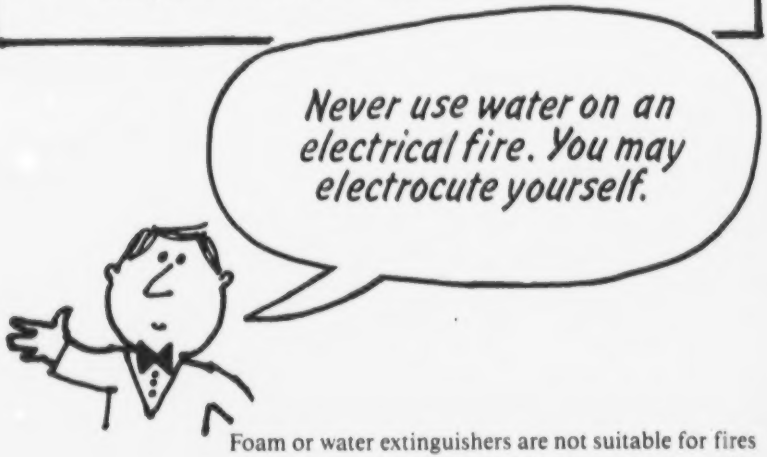
The three basic ingredients. Take away one and the fire will stop. That's the principle fire fighting appliances work on.



Fires burning in ordinary combustible materials like wood, cloth, paper, rubbish, etc, which are not close to live electrical equipment, can be put out by water.
Water works by cooling the fire. Drench the fire with water from a hose reel, fire bucket or by using a water extinguisher.
Aim the extinguisher or hose at the base of the fire, stay near the exit, low and out of the heat.
A fire in ordinary combustible materials can also be put out by being deprived of air — smothering it with a fire blanket or sand, or beating it out with a shovel.



Fires involving electrical hazards (TV sets, computers, room heaters etc) can be tackled using a carbon dioxide (CO_2) gas extinguisher, a dry powder extinguisher, or a halon (BCF) extinguisher.
Check which ones are available in your hotel and remember their location. If your hotel has new extinguishers, manufactured in accordance with the latest British Standard recommendation, a coloured band, spot or label will identify the contents. These new extinguishers are predominantly red.



Foam or water extinguishers are not suitable for fires involving electrical hazards. The foam or water will conduct the electricity.

Use a foam extinguisher, or a powder extinguisher for fires involving burning liquids, oils, fat or paints.
A fire blanket will also smother the flames, depriving the fire of air.
And your hotel may have a halon extinguisher or a carbon dioxide gas extinguisher. Both are also suitable for such fires.

If the fire involves gases, the gas must be turned off before extinguishing, or explosive risk is caused.

Never use carbon dioxide or halon extinguishers in a confined space, because they cause harmful fumes.

If in doubt leave the fire.

ACTION CHECKLIST

for all staff

Have you read and understood the fire instructions?

Do you know what to do if a fire breaks out?

Who is responsible for notifying the fire brigade?

How do you warn guests and other staff?

Why is it important to keep calm?

When is it safe to tackle the fire yourself?

What should you use to tackle the fire?

What are the rules about using lifts and shutting doors?

How can you help guests and other people who do not know the premises such as contractors and new staff?

Are there any people who will need special help in the event of a fire?

Do you know where the fire exits and escapes are?

Where do you assemble once you have evacuated the building?

... for front office/reception & night duty staff

Do you know how to call the fire brigade? What information do you give them?

If you are in charge of the switchboard, what advice should you give guests who call you following a fire alarm?

What other rules should you follow for dealing with telephone calls — incoming and outgoing?

When should you leave the premises?

How can you help the fire brigade check that all the guests are safely evacuated?

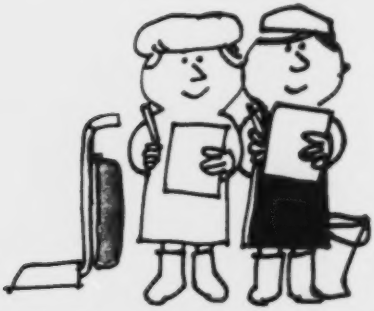
Are there any important documents you should take with you away from the fire danger? What should you do with the money?

Who has responsibility for carrying the registration book out of the building so that guest numbers can be checked?

How do you record rooms where deaf, blind or disabled guests are accommodated?

Are you familiar with the fire alarm control panel, how fires are indicated on it, how to deal with faults on the system, routine tests etc?

ACTION CHECKLIST



for housekeeping staff

What do you do if you see a fire?

How can you help guests?

Are there any guests that may need special attention?

What action must you take to evacuate deaf, blind or disabled guests?

What is so important about fire doors?

What do you do if the nearest fire exit is blocked by fire or smoke?

When you evacuate the building what keys should you take with you?

How will you know what staff are on duty at the time of the fire so they can all be accounted for?

What precautions should you take after using cleaning equipment and materials?

Do you know how you should deal with the rubbish you remove from guest rooms and public areas, to reduce the risk of fire?

... for restaurant & bar staff

What should you do with gas and electrical appliances?

How can you check that all staff on duty have evacuated the building safely?

What should you do with the day's takings?

What action should you take if the fire involves electrical equipment in your area?

What action should you take if the fire has been caused by oil or fat, for example a guéridon?

What precautions should you take when using flambé equipment?

Why should you check conference and meeting rooms particularly carefully after they have been used?

ACTION CHECKLIST

for kitchen staff

Why should you be especially careful when cooking food in oil or fat?

What should you do if oil or fat catch fire?

What should you do if there is a fire in the oven?

When is it dangerous to use water fire extinguishers?

What extinguisher should you use for a fire involving burning fat or oil?

What extinguisher should you use for a fire involving electrical equipment?

Which doors should be closed but not locked?

How can you check that all staff on duty have evacuated the building safely?

Why must electrical and gas appliances be turned off if you have to evacuate the building?

FIRE PREVENTION CHECKLIST

for all staff

What do you do if you see something that might cause a fire?

Where are the areas in this hotel where a fire is most likely to break out?

What dangers should you look for with electrical equipment?

In public areas of the hotel and bedrooms what dangers should you look out for?

Why is smoking so dangerous as far as fire is concerned?

If you see someone looking suspicious what should you do?

What is important to remember about fire doors?

What is important to remember about fire escape routes?

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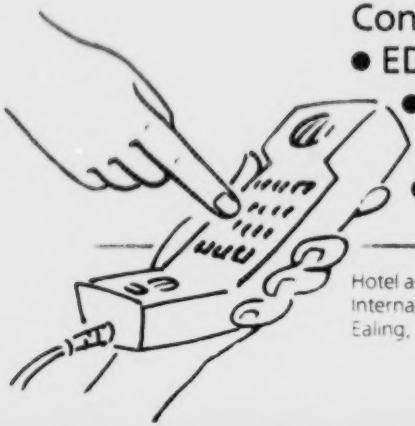

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